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CUSTOMER SUCCESS

Lotus Renault GP

Symantec Steers F1 Racing Team to Security and Availability Victory

The Lotus Renault GP F1 team is at a really exciting phase. The transition from the Renault F1 team is complete and a long-term partnership with Lotus is now in place. With two quick and highly experienced drivers competing in the 2011 F1 championship, the team is wholly focused on podium places, winning the F1 Championship, and securing the Constructors' Championship. Symantec™ has been a thriving technology partner of the Team for more than a decade, providing world-class availability, data management, and security solutions. The integrated technologies and services have also helped drive operational efficiencies (saving \$2.5 million per year in tangible, measured cost savings), and spearhead the move to cloud, virtual, and mobile computing.

Racing to win

Motorsport is unique. Whereas most businesses are measured on their revenue or stock performance, the success of a racing team is judged by what happens on one of 19 ribbons of tarmac somewhere in the world on a Sunday between March and November. Was all the time, the effort, and the teamwork that was put into race preparation and testing worthwhile? Was the car set up correctly to win? Only those two hours of F1 racing—watched by millions of people worldwide—will tell.

There's no margin for error. Everything must work towards the common goal of supporting those two hours of racing. As part of this, a world-class team like Lotus Renault GP needs all the data associated with winning races at its fingertips—quickly and reliably. To make sure the team can operate effectively, it needs to secure and manage its information, while simultaneously protecting against more risks at more points—wherever information is used or stored. After all, imagine the implications of an infected laptop jeopardizing the telemetry data on race day, or the consequences of data from the team's cutting-edge Computational Fluid Dynamics (CFD) computerized wind tunnel center not being available because a server is down or the cost impact of unnecessary data management practices.

ORGANIZATION PROFILE

Website: www.lotusrenaultgp.com

Industry: Automotive

Headquarters: Enstone, U.K.

Employees: 600

SYMANTEC SOLUTIONS

Archiving
Business Continuity
Data Loss Prevention
Data Protection
Disaster Recovery
Endpoint Security
Messaging Security
Storage Management
Web Security

Why Symantec?

- Trusted technology partner for more than a decade
- Solutions proven to drive operational efficiency
- Skills and experience of Business Critical Services team

A technology partner for more than a decade

Symantec has been a technology partner of the Lotus Renault GP Team for more than a decade—and it is widely recognized as one of the longest-lasting and mutually respected relationships in the F1 paddock. Symantec provides the team with a comprehensive portfolio of security, availability, and data management solutions, all of which are geared to one thing: helping the team to run their cars faster and more reliably than any other team.

Graeme Hackland has been with the Team since 1997, and was there when the first seeds of the relationship were sown with Symantec NetBackup™. “The longevity of the team’s relationship is due to two things: the quality of the technology and the skills of the Symantec people,” says the team’s IT director. “By bringing together the three elements of availability, data management, and security into one conversation, Symantec has made a real and lasting difference to the Team’s success.”

First introduced in 1997, NetBackup has been one of the constants in the Symantec relationship and remains a key pillar in the Team’s disaster recovery and business continuity strategy. NetBackup provides data protection in the state-of-the-art data center in Enstone across the UNIX, Microsoft Windows, and Red Hat and SUSE Linux environments, the data in the Oracle databases, and the email and files in Microsoft Exchange.

A Business Value Analysis study conducted by Alchemy Solutions Group found that the technology saves the team \$180,000 each year in reduced data center costs arising from library downsizing and reduced building space arising from fewer fireproof safes. It is also leading to significantly lower tape library support (because a greater proportion of data now resides on disk), reduced media costs from 260 tapes per year to 60, and improved recovery time from data loss to data restoration for IT administration. “We used to have two people who worked the backup environment as part of their job. There’s now only one—and even then it’s a part time role,” says Graeme Hackland.

SOLUTIONS AT A GLANCE

Key Challenges

- Deliver secure, high availability infrastructure that helps the Team win races
- Increase operational efficiency
- Support mobile and cloud computing strategy

Symantec Products

- Altiris IT Management Suite
- Symantec Data Loss Prevention™
- Symantec™ Messaging Gateway powered by Brightmail™
- Symantec™ ApplicationHA
- Symantec™ Endpoint Protection 12.1
- Symantec™ Endpoint Encryption
- Symantec Enterprise Vault™
- Symantec NetBackup™
- Veritas™ Storage Foundation HA

Symantec Services

- Symantec Business Critical Services
- Symantec Consulting
- Symantec Education

Technology Environment

- State-of-the-art \$3 million data center
- Computational Fluid Dynamics wind tunnel center
- Servers: 150 (75% virtualized)
- Operating Systems: UNIX, Microsoft Windows, Red Hat Linux
- Endpoints: More than 600 desktop and laptop workstations
- Storage: NetApp

BUSINESS VALUE AND TECHNICAL BENEFITS

Return on Investment

- Saved \$2.5 million per year in tangible, measured cost savings
- Saved \$112,000 in reduced support costs annually
- Saved \$1.8 million in productivity annually
- Reduced new server hardware budget by \$354,000 annually

Security

- Enforced security policies across the team to protect critical assets
- Provided advanced protection against sophisticated attacks

Efficiency

- Single, consistent enterprise backup across all platforms
- Significant reduction in the time required to perform regular backup and recovery
- More than 200TB of data managed by sole administrator
- Improved database response by 40 percent

Availability

- Maintained in excess of 99.5% availability, year on year

Deduplication results in no storage capacity increase for three years

Over the years a range of innovative and valuable NetBackup functionality has been added; most recently this includes the deduplication capability, which has enabled the team to reduce the size of its daily backup from approximately 22 terabytes (TB) to 15TB, a 32 percent reduction. In fact, over the last three years, the Lotus Renault GP team has not increased its storage capacity at all—and in 2013, the team will have the same capacity that it had in 2008.

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Graeme Hackland

IT Director
Lotus Renault GP

"In the next three years, we don't intend to throw disk at the problem of data growth. It's more about intelligently managing growth using deduplication," he says. "By reducing the size of the storage needs, Lotus Renault GP has also saved a huge amount in terms of tape. We had reached the stage where we were going to off-site the tape, which means encrypting them. Moreover, we were concerned that it would be extremely difficult to get data off tape that is more than three years old, owing to degradation of media."

Trackside environment and business critical applications kept available using Symantec ApplicationHA

As the team embraces virtual computing, Symantec™ ApplicationHA is helping to improve application visibility and control of the virtual platforms. The easy-to-use, high availability solution for business critical applications in VMware virtual environments is based on Veritas™ Cluster Server technology and provides application availability in coordination with VMware HA. "ApplicationHA is deployed in the trackside environment, where we have a mirrored environment. The multi-domain clustering is saving on hardware costs, on energy needs, as well as maintenance on the replicated hardware infrastructure," says Graeme Hackland.

The Business Value Analysis found that Veritas Storage Foundation™ software from Symantec is saving the team \$1.5 million each year in reduced hardware investment (the UNIX environment, for instance was reduced from 16 servers to six and the Windows environment from 120 servers to 80), reduced support and maintenance fees, server consolidation, reduced administration, reduced unplanned server downtime, and reduced training. "When we commissioned our \$3 million data center, we were able to eliminate the downtime required to migrate our Cluster Server systems to the new facility by failing services to other nodes of the cluster, powering off nodes, and physically moving them, without the users being aware," says Graeme Hackland. "We also use Storage Foundation to dynamically allocate and assign disks in the virtualized environment. It's perfect for us. It works brilliantly."

Symantec supports mobility computing

Symantec has also played a key role in the Team's increased use of mobility computing. Up to 40 percent of staff works away from the Oxfordshire headquarters, travelling the world from circuit to circuit, invariably logging in at hotels, on track, or in airports. They rely on email to support the cars at the race circuit, and access to the data held within their email storage is essential to keep the team together and the cars performance at their peak. In fact, more than 400,000 emails are sent and received each week. Here, Symantec Enterprise Vault™ enables users to manage emails from creation to archiving or final deletion. Policy-based archiving allows the team to archive emails and attachments into the Enterprise Vault server by providing data management policies to match users' needs and storage resources. Additionally, it enables the IT team to create a limitless mailbox so end users no longer have to manage inbox limitations.

Taking control of social media risks

The Lotus Renault GP team is currently introducing an Actiance solution to protect instant messaging and social media information, emerging from Twitter, Facebook, and other social networks. The team is an avid user of social networks (analysis shows that 400 staff visit You Tube, Facebook, Twitter, or LinkedIn at least once a week) and when the 2011 new car livery was launched, staff were encouraged to photograph the car and send the images out over social networks. However, there are many confidential areas of the operations that must not be exposed to the outside world—such as the design of a new aerofoil or exhaust system.

Integrated seamlessly with Enterprise Vault, the Actiance technology enables the team to archive their social media interactions, and perform e-discovery on this content should the need arise. "By connecting the Actiance solution with Enterprise Vault, the team has a greater degree of granularity and enhanced visibility into social networks communication," says Graeme Hackland. "The cloud-based solution reduces IT risk by

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Graeme Hackland
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improving our ability to monitor what people are saying about us—or whether confidential information is being communicated through social networking. And because it's in the cloud, there's nothing to maintain, the flexibility is greater, and the costs are lower."

But what about endpoint security, messaging security, and the fight against malicious viruses, spam email, and other outbreaks? Symantec™ Endpoint Protection 12.1 and Symantec™ Messaging Gateway powered by Brightmail™ are the saviors here, enforcing security policies across the team to protect critical assets—all via an intuitive user interface and Web-based graphical reporting. With the two integrated endpoint and messaging security solutions, Graeme Hackland and his colleagues benefit from advanced protection against the most sophisticated attacks that evade traditional security measures, such as rootkits, zero-day attacks, and mutating spyware.

Endpoint Protection is used in the team's virtual infrastructure, taking much of the scanning out of each virtual machine and significantly reducing the scan overhead. The solution prevents simultaneous scans and updates in the team's virtual environment, automatically identifying and managing virtual clients, and effectively detecting more threats.

"I'm not as concerned as I used to be about where data is going," he says. "Our 600 endpoints have become much less important as a device. It used to be critical to protect each physical device and know where it was at all times; but in these days of mobility computing that's impossible. Endpoint Protection, together with Endpoint Encryption which we added last year, means the users are protected. They can just work, whether they're here in the factory, at the track, or in an airport, at a hotel,"

Data Loss Prevention simplifies protection of intellectual property

Symantec™ Data Loss Prevention is helping to alleviate any lingering concerns Graeme Hackland may have regarding the Team's data security. Data Loss Prevention simplifies the detection and protection of Lotus Renault GP's intellectual property (IP), such as telemetry data, new car designs, or general team strategy and tactics. It enables the Team to discover, monitor, protect, and manage the data and ultimately reduce the proliferation of confidential data across the Team's data center, client systems, remote workers, and end-user machines. "Centralized, policy-based classification of services and data is vital. Data Loss Prevention gives our users access to whatever data they need, wherever they are in the world. We're confident that classified data is not going to end up in the wrong hands, irrespective of whether that data is in motion or at rest."

IT Management Suite supports move to mobility computing

Altiris™ IT Management Suite is a new deployment. Lotus Renault had been using a traditional IT help desk, whereby users called/emailed the desk and receive support either directly or desk-side. However, the drive for organizational efficiency, together with the need to consolidate the Team's IT estate and take control of IT assets, led the Team to Altiris IT Management Suite.

Among many new services, this Symantec client management solution provides a service catalog to the users, automating application deployment, and introducing a new era in self-service. Users can visit the portal, choose an application they need, and workflow arranges a pre-approval process which ultimately allocates a license and delivers the software automatically. Moreover, simple password resets that used to take five minutes of the user's time and five minutes of an IT engineer's time are now fully automated. Integrated asset

management is also helping the Team to understand the interdependencies between particular services.

As Graeme Hackland explains, Altiris IT Management Suite will also support the move to mobility computing. "At the moment, if we have an issue with a user who is at home trying to connect on a VPN and having issues, or trying to copy files, remote support can be a challenge. Being able to take remote control of their machine and help them with their configuration and connect it up is going to save lots and lots of time for us—and for the end user as well."

Maximizing uptime and security with Business Critical Services

Business Critical Services provides a wrapper of skills, expertise, and experience around all these connected technologies. Lotus Renault GP is using Symantec's highest level of support to maximize uptime, resolve issues quickly and efficiently, and reduce internal IT costs. Graeme Hackland has used Business Critical Services for many years at the Team and continues to be impressed by what he sees. "The Symantec solutions we use are critical to this Team and how we operate. If they go down, we won't be able to go racing. Business Critical Services help ensure the highest security and availability of our data and systems. We get a tremendous amount of support, advice, and guidance from experts who really understand our technology."

Symantec is putting the Lotus Renault GP Team in pole position in terms of data security, storage, and systems management. No wonder Symantec is the Renault F1 Team's longest serving technology partner. "Symantec's leading edge technologies are at the forefront of our business, ensuring all areas from design to racing have quick and reliable access to data at any time," Graeme Hackland concludes.